

CLAIMS

What is claimed is:

1 1. A method for facilitating communications among persons in an enterprise, the
2 method comprising:

3 defining communities within an enterprise;

4 associating collaborative conversation channels with the communities wherein each
5 collaborative conversation channel is associated with a specific community;

6 providing access to collaborative conversation channels through a user interface, with
7 each collaborative conversation channel having an associated set of message types;

8 receiving, through the user interface, a request to send a message having a selected
9 message type within a selected one of the collaborative conversation channels; and

10 sending the message having the selected message type through the selected
11 collaborative conversation channel.

1 2. The method of claim 1 further comprising:

2 identifying members of a particular community; and

3 providing the identified members with access to the collaborative conversation channel
4 that corresponds to the particular community.

1 3. The method of claim 1 wherein each community includes members with one of
2 a common fortune and a common interest.

1 4. The method of claim 1 further comprising constructing the collaborative
2 conversation channels in accordance with at least one generic channel type.

1 5. The method of claim 4 wherein the generic channel type is selected from the
2 group consisting of an operational channel, a strategic channel, and an educational channel.

1 6. The method of claim 1 wherein the set of message types includes predefined
2 message templates.

1 7. The method of claim 1 wherein users obtain an implicit subscription to a
2 collaborative conversation channel by becoming a member of a community associated with the
3 collaborative conversation channel.

1 8. The method of claim 1 wherein users obtain an implicit subscription to a
2 collaborative conversation channel based on information in personal user profiles.

1 9. The method of claim 1 further comprising filtering messages received through
2 collaborative conversation channels based on the message type.

1 10. The method of claim 1 further comprising providing filters for filtering
2 messages received through a collaborative conversation channel based on at least one of a
3 community type for a community associated with the collaborative conversation channel, a
4 channel type for the collaborative conversation channel, and a community role for members of
5 a community associated with the collaborative conversation channel.

1 11. The method of claim 10 wherein the filters are pre-configured based on at least
2 one of a pre-configured community and a pre-configured community role.

1 12. The method of claim 1 further comprising providing a predefined set of message
2 types based on at least one of a community type for a community associated with the
3 collaborative conversation channel, a channel type for the collaborative conversation channel,
4 and a community role for members of a community associated with the collaborative
5 conversation channel.

1 13. The method of claim 1 further comprising providing access to a community
2 place for each community having collaborative components that are based on a community
3 type for the community, wherein access to the collaborative conversation channel is provided
4 through the community place.

1 14. A system for supporting collaboration in an enterprise, the system comprising:
2 a portal accessible from a plurality of client devices;
3 a plurality of enterprise base systems; and
4 a collaborative conversation channel application for providing members of a
5 community with access through the portal to message templates for a collaborative
6 conversation channel associated with the community, wherein the community relates to a
7 particular topic, the message templates allow users to select message types associated with the
8 particular topic and the collaborative conversation channel allows users to send messages
9 having the selected message type from each of the plurality of client devices to members of the
10 community using the enterprise base systems.

1 15. The system of claim 14 wherein the enterprise base systems comprise
2 applications for facilitating communications.

1 16. The system of claim 15 wherein the enterprise base systems include a message
2 server for sending messages to the community through the collaborative conversation channel.

1 17. The system of claim 14 wherein the collaborative conversation channel
2 application allows users to list a plurality of available collaborative conversation channels.

1 18. The system of claim 14 wherein the collaborative conversation channel
2 application allows users to search for a collaborative conversation channel.

1 19. The system of claim 14 wherein the collaborative conversation channel
2 application provides a user interface for display on the client devices.

1 20. The system of claim 14 wherein the collaborative conversation channel filters
2 the sending of messages to members of the community based on message types.

1 21. The system of claim 14 wherein messages sent through the collaborative
2 conversation channel are received by members of the community in a message center of the
3 portal.

1 22. The system of claim 21 wherein messages received in the message center have
2 an associated icon to indicate a message type.

1 23. The system of claim 21 wherein each message received in the message center
2 includes an identification of the community to which the message relates.

1 24. The system of claim 14 wherein the collaborative conversation channel filters
2 the sending of messages to each member of the community based on at least one of a
3 community type, a channel type, and a community role for the member.

1 25. An article comprising a machine-readable medium storing instructions operable
2 to cause one or more machines to perform operations comprising:

3 providing access to collaborative conversation channels through a user interface, with
4 each collaborative conversation channel associated with a specific community and having an
5 associated set of message types;

6 receiving, through the user interface, a request to access a template for a selected
7 message type within one of the collaborative conversation channels; and

8 presenting the template for the selected message type through the user interface.

1 26. The article of claim 25 wherein the machine-readable medium stores
2 instructions operable to cause one or more machines to perform further operations comprising:

3 receiving user input for the template through the user interface to create a message of
4 the selected message type; and

5 providing the message to a particular community through the associated collaborative
6 conversation channel.

1 27. The article of claim 26 wherein the machine-readable medium stores
2 instructions operable to cause one or more machines to perform further operations comprising
3 filtering messages received by members of the particular community according to the message
4 type.

- 1 28. The article of claim 27 wherein filtering of messages is further based on a
2 community type of the particular community and on a community role of each member.

1 29. A method for facilitating communications among persons in an enterprise, the
2 method comprising:
3 defining communities within an enterprise;
4 associating collaborative conversation channels with the communities, with
5 each collaborative conversation channel associated with a specific community;
6 assigning a set of message types to each collaborative conversation channel;
7 receiving a user selection of a specific message type for a selected collaborative
8 conversation channel and user input comprising content of a message of the selected message
9 type; and
10 sending the message to members of the specific community associated with the
11 selected collaborative conversation channel.

1 30. The method of claim 29 further comprising filtering the message for each
2 member based on the message type.

1 31. The method of claim 30 wherein filtering the message is further based on a user
2 profile associated with each member.

1 32. The method of claim 30 wherein filtering the message is further based on a role
2 of each member within the community.

1 33. The method of claim 30 further comprising automatically associating filtering

parameters with each member based on a community type for the community, a channel type for the collaborative conversation channel, and a role of the member within the community.

34. The method of claim 33 wherein the collaborative conversation channel comprises one of an operational channel and a strategic channel.

35. The method of claim 29 further comprising providing a member of the specific community with a set of message types, wherein the message types in the set are based on a community type for the community, a channel type for the collaborative conversation channel, and a role of the member within the community.